

## Getting Started

### Lesson Objectives

In this lesson, you will learn how to access the CalTOP system. You will also learn the definitions of Client IDs and File Number IDs. In addition, you will learn how each form and page functions in the CalTOP system, and how to create and update client transactions.

- A. Accessing the CalTOP System
- B. Using the CalTOP Navigation Bar
- C. Understanding CalTOP Forms and Pages
- D. Managing a Client File
- E. Using Client IDs and Client File Number IDs
- F. Lesson Review

## A. Accessing the CalTOP System

Because the CalTOP system is available only through the Internet, you need to access the ADP and CalTOP Web sites to enter or modify client data. ADP hosts two servers for the CalTOP system: a production server that stores real client data, and a test server where you can practice using the system.

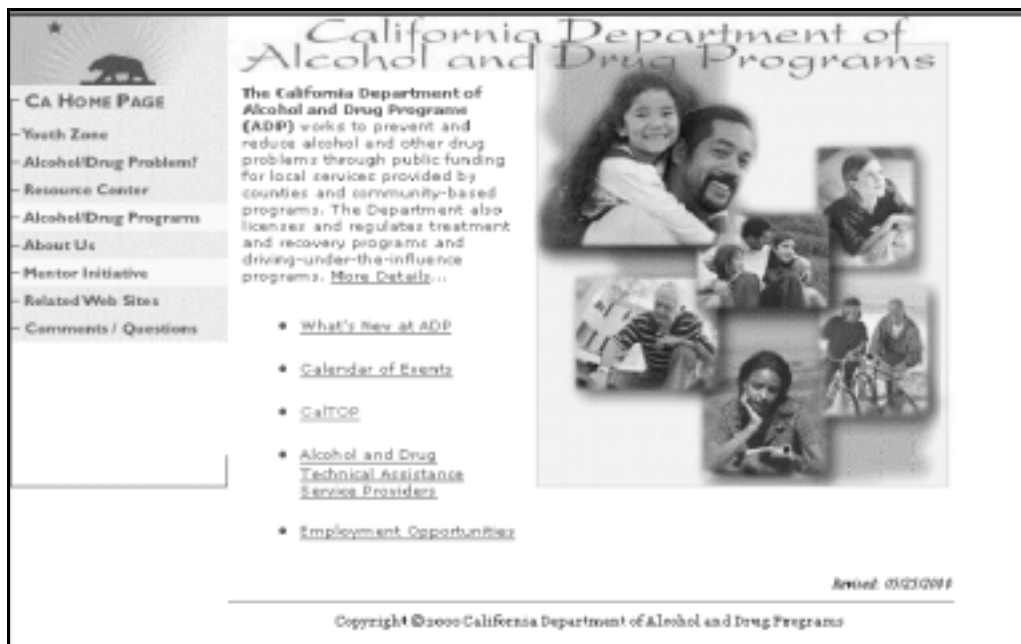
ADP requires you to have a user name and password, which are provided to you by the CalTOP Helpdesk through an application process, to log on to either the test or production server. Use your user name and password to log on to the CalTOP system. After you log on, you can change the password you use.

### *Logging On and Off of the CalTOP Server*

At your office, you will use the CalTOP Web site to access the production server, which contains working data for your clients. For ongoing training, you will log on to a test server, which contains a practice database, so that actual client data is not affected.

#### Task 1: Logging On to the CalTOP Test Server

What to do	Results/Comments
1. Open Microsoft Internet Explorer (IE).	
2. In the <b>Address</b> list, type: <a href="http://www.adp.cahwnet.gov">http://www.adp.cahwnet.gov</a>	
3. Press ENTER, or click the <b>Go</b> button on the toolbar.	IE displays the ADP home page.



- |                                  |                                   |
|----------------------------------|-----------------------------------|
| 4. Click the <b>CalTOP</b> link. | IE displays the CalTOP home page. |
|----------------------------------|-----------------------------------|

## What to do

## Results/Comments



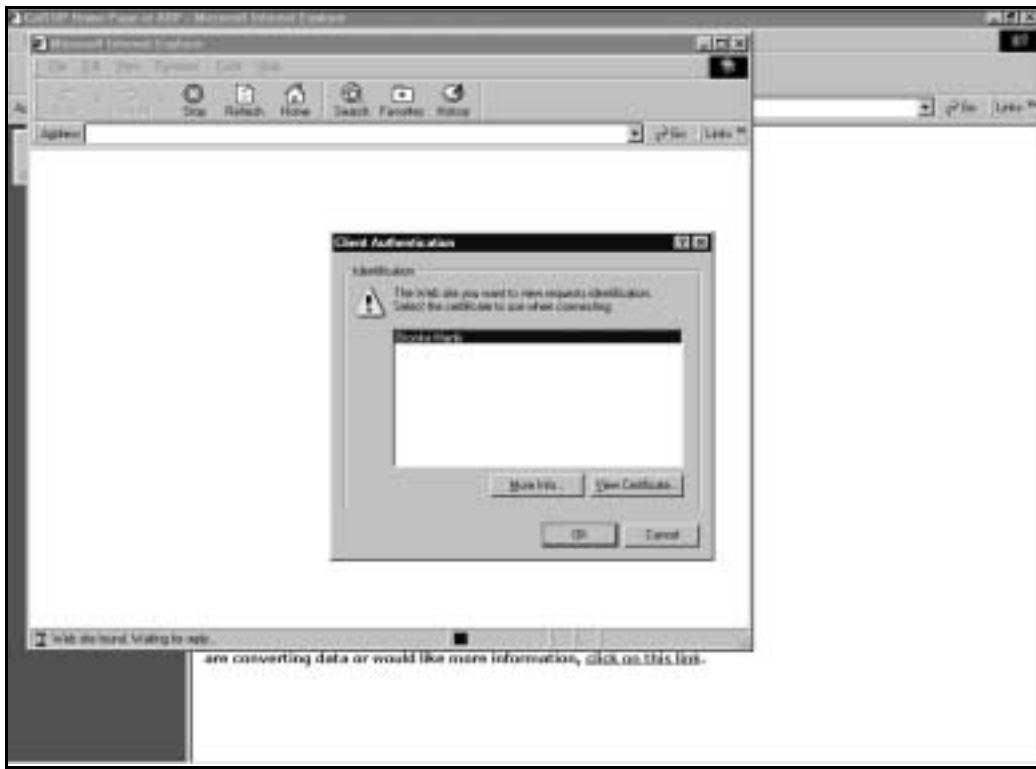
5. Click the **Testing/Training** link on the left side of the CalTOP home page.

IE opens a second browser window (this window will display the CalTOP system after you log in), and displays the Client Authentication dialog box.

Note: When you are ready to enter real CalTOP data, click the **Input Data** link instead of the **Testing/Training** link.

What to do

Results/Comments



6. Select the certificate to be used.
7. Click **OK**.

IE displays the Enter Network Password dialog box.



8. In the **User Name** field, type the user ID assigned to you.
9. In the **Password** field, type the password assigned to you.



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1. *Journal of the American Medical Association*, 1997; 277: 1039-1043.

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## Changing Your Password

When your password expires, you must change it using the **Change Password** link on the CalTOP Navigation bar (The Change Password link is only available from the Provider Profile screen). For information about the navigation bar, see “Using the CalTOP Navigation Bar” on page 16.

### Task 3: Changing Your CalTOP Password

What to do	Results/Comments
1. On the CalTOP Navigation bar on the Provider Profile screen, click the <b>Change Password</b> link.	IE displays the Internet Service Manager page. Your user ID is displayed in the <b>Account</b> field.




The screenshot shows a dialog box titled "Internet Service Manager for Internet Information Server 4.0". The message inside says "Your password has expired. You can change it now." Below the message are four text input fields: "Account" (containing "ahatton"), "Old password" (containing "sksksksksk"), "New password" (containing "sksksksksk"), and "Confirm new password" (containing "sksksksksk"). At the bottom are three buttons: "OK", "Cancel", and "Reset".

- |  |   |
|--|---|
| 2. In the <b>Old Password</b> field, type your current password.           |   |
| 3. In the <b>New Password</b> field, type your new password.               | Passwords: <ul style="list-style-type: none"><li>• Must be at least six characters long;</li><li>• Are case sensitive;</li><li>• Cannot be used more than once; and</li><li>• ADP recommends that spaces not be used in a password.</li></ul> |
| 4. In the <b>Confirm New Password</b> field, type your new password again. |   |

What to do	Results/Comments
5. Click <b>OK</b> .	<p>If your password is successfully updated, CalTOP displays the message, "Password successfully changed."</p> <p>– or –</p> <p>If you entered your old password incorrectly, CalTOP displays the message, "The specified network password is not correct."</p> <p>– or –</p> <p>If you did not enter your password correctly when confirming your new password, CalTOP displays the message, "Passwords don't match."</p> <p>– or –</p> <p>If you entered a password with fewer than six characters or that has been used more than once, CalTOP displays the message "Either the password is too short or password uniqueness restrictions have not been met."</p>
6. Click the <b>Back To CalTOP</b> link.	CalTOP displays the Provider Profile page.
7. If your password change was not successful, repeat steps 1 – 6 until the update is complete.	



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 Always use the CalTOP Navigation bar to navigate through CalTOP information, and not the **Back/Forward** buttons on the IE toolbar.

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<u>Click this link</u>	<u>For this purpose</u>
ADP Home Page	To view information about the Department of Alcohol and Drug Programs, and to access the CalTOP home page
Change Password	To change your password to access the CalTOP system (This link is visible only on the Provider Profile screen)
Provider Profile	To select and submit your provider information (determines which client information you can view and edit)
Client Information	To add, update, or delete basic client information, such as name and place of birth
File Number	To add, update, delete or view file numbers for a particular client
Forms	To select CalTOP forms for creating, updating, viewing and deleting client transactions
Transaction List	To request a list of transactions for a CalTOP client
Reporting	To generate, view, and print reports using CalTOP data

## C. Understanding CalTOP Forms and Pages

Throughout this guide, we use the terms *forms* and *pages* to refer to what you see in your Web browser window while using CalTOP software. Use the *forms* in CalTOP to enter the same client data that you track on your paper forms, such as an *ASAM/PPC II* or a *Client Information* form. The remaining *pages* in CalTOP help you access the data you enter in CalTOP, such as the *Transaction List* or *Forms* pages.

After you enter client data in forms, you can add the transactions to the CalTOP database. For more information about entering data in CalTOP forms, see “Entering CalTOP Transactions” on page e35. For more information about submitting transactions, see “Submitting Records and Saving Working Copies” on page 78.

### *CalTOP Forms Explained*

The following table lists the CalTOP Web forms you use to submit client information to ADP.



The ASI TOPPS II forms are not covered in this guide. For more information about using ASI TOPPS II to add client data to CalTOP, see “Using Delta Metrics (ASI TOPPS II) with CalTOP” on page 101. For more information about entering client data in ASI TOPPS II, see your *ASI TOPPS II Software Users Guide*, November, 1999.

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#### Use This Form

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#### For This Purpose

Client Information

To enter a new CalTOP client. To view, update, or delete an existing client information record.

Admission

To add, update, or delete a client admission transaction. Use this form in conjunction with the *Admission ASI Lite* form. For more information, see “Using the Admission Form” on page 51.

Admission – California Only

To add, update, or delete a client admission transaction. Use this form in conjunction with the Admission TOPPS II form. For more information, see “Using the Admission – California Only Form” on page 46.

Admission ASI Lite

This is not a CalTOP web form. This form currently can only be submitted via batch file. Use this form in conjunction with the Admission form. For more information, see “Using the Admission Form” on page 51.

Admission TOPPS II

This is not a CalTOP web form. Use this form in conjunction with the Admission - California Only form. For more information, see “Using the Admission – California Only Form” on page 46.

Use This Form	For This Purpose
ASAM/PPC II	To add, update, or delete an ASAM/PPC II transaction. For more information, see “Using the ASAM/PPC II Form” on page 60.
Contact	To add, update, or delete a client contact transaction. For more information, see “Entering Client Contact Information” on page 44.
Episode Status Change	To add, update, or delete a change of status transaction. For more information, see “Using the Episode Status Change Form” on page 62.
Treatment	To add, update, or delete an individual treatment for one client. For more information, see “Entering Client Treatment Information” on page 68.
Treatment - One Client	To add single or multiple treatments for one client. For more information, see “Using the Treatment – One Client Form” on page 70.
Treatment - Many Client	To add a treatment for up to 10 clients who received the same type of treatment. This could be a group counseling session, or a disbursement of medication to multiple clients. For more information, see “Using the Treatment – Many Client Form” on page 73.

### *Elements of Forms and Pages*

While entering data in CalTOP forms, you may notice that not all the fields in the forms work in the same way. The CalTOP system has five types of fields: standard text/numeric fields, date fields, lists, check boxes, and radio boxes.

#### Text/Numeric Fields

In most text fields, such as fields for names, you can type any combination of letters and numbers. In numeric fields, such as **Number of Children**, you can only enter numbers, or the letters “N” for Not Applicable or “X” for Not Answered. When entering text, CalTOP converts your entries to uppercase.

#### Date Fields

In date fields, you can only enter numbers. Each date field is made up of three separate fields. From left to right, they are: the month (mm), the day (dd), and the year (yyyy).

### List Fields

List fields contain predefined entries for you to choose from. You cannot type new entries. To select an entry in the list:

- Click the arrow next to the field, then select the entry.
  - or –
- Using the UP and DOWN arrows, select the value you want displayed, then press ENTER.
  - or –
- Type the first letter or number of the entry you want to select. If the correct entry is highlighted, press ENTER. If the correct entry is not highlighted, use the UP and DOWN arrows to select the entry, then press ENTER

### Check and Radio Boxes

To mark or clear a check box or radio box:

- Click the box.
  - or –
- While the box is selected, press the SPACEBAR to mark or clear the box.

### *Required and Optional Form Fields*

CalTOP forms contain fields into which you can enter information about a client, treatment, admission, or status change. Although most fields require entries, some do not. A complete list of these fields is included in “Fields on Forms” on page 143. When a client does not answer a question, select ‘**Not Answered**’ or enter ‘**X**’ in a numeric field. Select **Not Applicable**, or enter ‘**N**’ when the information requested is not applicable to the client.

### *Navigating CalTOP Forms and Pages*

To move through the fields in forms, use your mouse or keyboard:

- To navigate through forms using your mouse, click in the field, click the button, or click the option you want to access.
- To navigate through forms using the keyboard, press TAB. To move to the previous field, option, or button, press SHIFT + TAB.



The cursor does not automatically move to the next field in the form or on the page. You need to press TAB, or click the mouse to access the next field.

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You can click the **Cancel** button at the bottom of each form or page to return to the previous screen. You can use the **Reset** button to clear unsubmitted information already entered on a form. In addition, you can move between forms and pages in CalTOP using the navigation bar. For more information, see “Using the

CalTOP Navigation Bar” on page16.

### *Using Reference Information*

This workbook contains information to assist you in completing field entries that require specific values or combinations of values. For example, *Treatment* forms require that all field entries correspond to the service code entered.

- For a list of valid values for all forms, see “Fields on Forms” on page 143.
- For a list of required values for service code-related forms, see “Service Code-dependent Field Values” on page137.
- For a list of suggested CalTOP paper forms you can use to help track client information, see “CalTOP Sample Forms” on page171.
- For a list of all error messages and how to resolve them, see “Error Messages” on page163.

## D. Managing a Client File

You can use the *Client Information* and *Client Add* forms to record and locate information about your client's background. The forms contain fields for information about your client, such as his or her name, birthplace, birthdate, mother's name, Social Security number, and the ZIP code of the current residence. In addition, you can track the client's California Department of Correction's number, if applicable. The *Client Information* form is different from other forms in CalTOP because each client should only have one *Client Information* record. When you want to add or change information about your client, such as a date of birth, you need to modify the *Client Information* record.

When you submit this form to the CalTOP database, CalTOP creates a unique client identification number, called the CalTOP Client ID. Use this number to locate your client's transactions in the CalTOP database that contain your client's information. For more information on Client IDs, see "Using Client IDs and Client File Number IDs" on page27. For more information on locating transactions in the CalTOP database, see "Locating and Modifying Records" on page79.

### *Creating New Client Records*

When you create a client record, you need to complete both the *Client Information* and *Client Add* forms. This task shows you how to enter information in the *Client Information* form. Task 2 shows you how to complete the *Client Add* form and submit the information to the CalTOP database.

#### Task 1: Entering Data in the Client Information Form

What to do	Results/Comments
1. On the CalTOP Navigation bar, click the <b>Client Information</b> link.	The <i>Client Information</i> form is displayed.
2. In the <b>Birth First Name</b> field, type the client's given name.	

## What to do

## Results/Comments

**Client Information**

To add a client, enter the client information and select *Add Client*.  
 To update a client, enter the *CalTOP Client ID*, *File Number ID*, or client information and select *Update Client*.  
 To delete a client, enter the *CalTOP Client ID*, *File Number ID*, or client information and select *Delete Client*.

CalTOP Client ID:  File Number ID:

**Client Identifying and Confirmatory Information**

Birth First Name:   
 Birth Last Name:   
 Current Last Name:   
 Mother's First Name:   
 Gender:   
 Date of Birth:  /  /   
 Place of Birth:  
     County:   
     State:   
     Country:   
 SSN:  -  -   
 Zip Code of Current Residence:  -   
 CDC:

3. In the **Birth Last Name** field, type the client's given last name. When you exit this field, CalTOP automatically enters the name you just typed in the **Current Last Name** field.
4. In the **Current Last Name** field, type the client's current last name, if different than the client's birth last name.
5. In the **Mother's First Name** field, type the client's mother's first name.
6. In the **Gender** list, select **Male** or **Female**.
7. In the **Date of Birth** field, type the client's date of birth. Enter the date in this format: mm/dd/yyyy
8. In the **Place of Birth** list, select the appropriate **County**, **State**, or **Country** of birth. Only one of the list fields can be filled in.
9. In the **SSN** fields, enter the client's 9-digit social security number.

## What to do

## Results/Comments

10. In the **Zip Code of Current Residence** fields, type the 5- or 9-digit ZIP code associated with the client's current residence.
11. In the **CDC** field, type the client's assigned California Department of Corrections (CDC) number, if applicable.
12. Click **Add Client**.

This value should be left blank unless the client has a CDC number.

The *Client Add* form is displayed.

**Client Add**

**Client Identifying and Confirmatory Information**

Birth First Name: Amanda  
 Birth Last Name: Hutton  
 Current Last Name: Hutton  
 Mother's First Name: Ellen  
 Gender: Female  
 Date of Birth: 02/10/1964  
 Place of Birth: San Francisco

County: San Francisco  
 State: California  
 Country: United States

SSN: 018-76-2263  
 Zip Code of Current Residence: 95014  
 CDC:

**Other Client Information**

Race: White  
 Ethnicity: Not Answered  
 Religious Preference: Not Answered

Correct UCI Info. Submit Cancel

– or –

The Client Find page is displayed. For more information about the Client Find page, see “Determining if a Client Record Already Exists” on page 25.

13. Continue to Task 2 to complete the *Client Add* form.

**Task 2: Entering Data in the Client Add Form**


After you complete and submit the *Client Information* form, the *Client Add* form is displayed. You need to complete the fields on this form and submit the data to complete the record.

What to do	Results/Comments
1. Under Other Client Information, in the <b>Race</b> list, select the race which best matches the client, or <b>Not Answered</b> if the client does not answer.	
2. In the <b>Ethnicity</b> list, select the client's ethnic background, or <b>Not Answered</b> if the client does not answer.	
3. In the <b>Religious Preference</b> list, select the client's religious preference, if any, or <b>Not Answered</b> if the client does not answer.	
4. Continue to Task 3.	

**Task 3: Submitting the Client Add Form**

- When you have completed the fields in the *Client Add* form, click **Submit** to send the data to the CalTOP database. If an error message is displayed, follow the instruction to correct the error, then resubmit the form. For a list of error messages, see “Error Messages” on page 163.

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 Click the **Submit** button only one time. It may take several seconds for the record to be processed.

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***Determining if a Client Record Already Exists***

In some cases when you follow the steps in “Entering Data in the Client Information Form” on page 22, CalTOP displays the *Client Find* page after you click **Add Client**. The *Client Find* page shows you information about clients already entered in the CalTOP system who have client information similar to the client you just attempted to enter.

## Client Find page

Client Find

Client Identifying and Confirmatory Information

Birth First Name:

mandy

Birth Last Name:

hutton

Current Last Name:

hutton

Mother's First Name:

ellen

Gender:

Female

Date of Birth:

02/10/1964

Place of Birth:

County

San Francisco

State

Country

SSN:

010-76-2263

Zip Code of Current Residence:

95014

CDC:

Client List

	Current Last Name	Birth First Name	Mother's First Name	CalTOP Client ID
<input type="radio"/>	HUTTON	AMANDA	ELLEN	562

Continue Add

Update Client

Delete Client

Cancel

Reset

Client History

Forms

When the Client Find page is displayed, you have the option to continue to add your client to the CalTOP database, or to review the information of possible duplicate client record(s). To continue the add process, click **Continue Add**. The *Client Add* form is displayed. Follow the steps in “Entering Data in the Client Add Form” on page 25 to complete the client’s record.

If you want to review possible duplicate record information, select the radio button to the left of the client you want to review, then do the following:

- Click the **Update Client** button. The client’s information will be displayed to help you verify whether you have a “match.” If the client is not a match, click **Cancel** to return to the Client List and select another client, or click **Continue Add** to continue adding information for your client.



To review transactions entered for the existing client, click **Client History**. The Transaction List Detail page for that client is displayed. For more information about using the Transaction List Detail page, see “Accessing the Transaction List Pages” on page e38. If you choose to review the history of an existing client, the information you enter in the *Client Information* form is lost. You will need to return to the *Client Information* form if you do decide to add the client’s information to CalTOP.

## E. Using Client IDs and Client File Number IDs

CalTOP uses three types of identification numbers to help you locate your client transactions: Client IDs, File Number IDs, and Transaction IDs. This section helps you understand Client IDs and File Number IDs; see “Accessing the Transaction List Pages” on page e38 for information on using Transaction IDs to locate transactions.

### *Generating Client IDs*

When you create a Client Information record for your client (see “Managing a Client File” on page 22 for instructions), CalTOP generates and assigns a Client ID number to your client. Use this number to search for, update, and delete your client’s transactions. Because this number is assigned by CalTOP, it cannot be changed; you should write this number down for future reference.



### *Understanding File Number IDs*

After you create your client’s Client Information record, you can also associate one or more File Number IDs with the client. File Number IDs can help you identify client transactions for viewing, editing, and deletion. If your facility uses an internal client numbering system, you can use the File Number ID as a way to track your provider’s internal filing system number. You can choose any file number for your client, as long as it does not conflict with an existing file number for that same client entered by your provider.


You will assign a status to each file number you create.

- **Active** – Indicates the file number is currently available for assignment. You can create more than one active file number for a client.
- **Inactive** – Indicates the file number is not currently available for assignment. You can have more than one inactive file number for a client. This file number status is used primarily for tracking archived file numbers. For example, if you modify your client numbering system, you can identify the previous file number as “Inactive.” Submitted transactions retain the inactive file number.
- **Default** – Identifies the default file number that will be displayed in the File Number ID list on each new transaction for that client. The default file number can be replaced with a different file number in any transaction. Only one default file number can be created for a client.

### *Creating File Numbers*

After you have established your client in the CalTOP system (received a Client ID), you can create file numbers to associate with client transactions you create.

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 File numbers, once created, are not retroactively assigned to previously submitted transactions and working copies. To associate file numbers to submitted transactions and working copies, you need to update each transaction by selecting the appropriate file number from the **File Number ID** list on the form.

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#### Task 1: Creating Client File Number IDs

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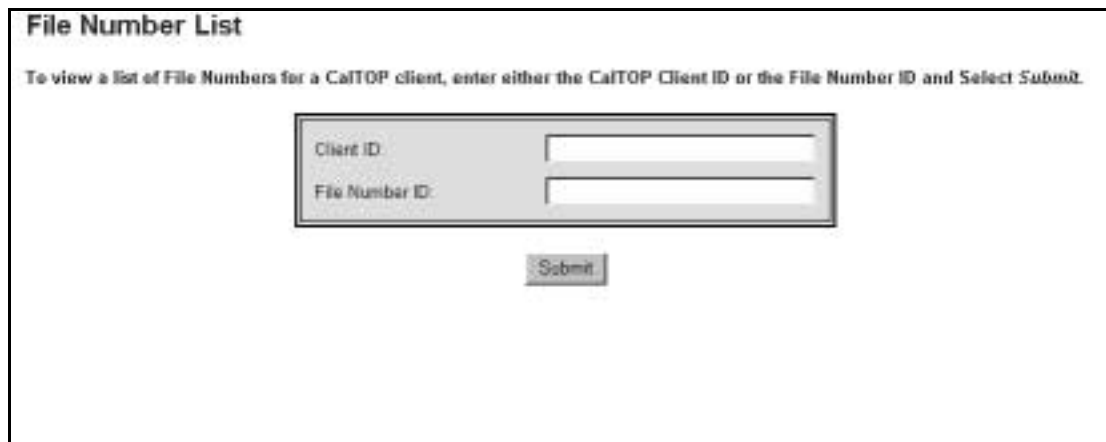
##### What to do

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##### Results/Comments

1. On the CalTOP Navigation bar, click the **File Number** link.

The File Number List page is displayed.



The screenshot shows a web form titled "File Number List". Below the title is a instruction: "To view a list of File Numbers for a CalTOP client, enter either the CalTOP Client ID or the File Number ID and Select Submit." The form contains two input fields: "Client ID" and "File Number ID", both with text boxes. Below these fields is a "Submit" button.

## What to do

## Results/Comments

- In the **Client ID** field, type the client identification number of the client for whom you want to create a file number.

– or –

In the **File Number ID** field, type any previously established file number associated with the client for whom you want to add a file number.

- Click **Submit**.

The File Number List Detail page is displayed. Any previously created file numbers are displayed in the table.

**File Number List Detail**

Client Name: AMANDA HATTON      CallTOP Client ID: 562

	File Number	Status	Date Created	Date Last Modified
	AH562	Default	09/14/2000	

Update   Delete

Add   File Number List

- Click **Add**.

The File Number Add page is displayed.

**File Number Add**

To add a File Number for this CallTOP client, complete the form and select Submit.

Client Name: AMANDA HATTON      CallTOP Client ID: 562

File Number ID:

Rule:

Date Created:

Date Last Modified:

Submit   Reset   Cancel

What to do	Results/Comments
5. In the <b>File Number ID</b> field, type the file number you want to associate with the client.	File numbers can contain up to 13 alphanumeric characters. A single provider cannot assign the same file number to more than one client.
6. In the <b>Status</b> list, select <b>Active</b> , <b>Inactive</b> , or <b>Default</b> .	
7. Click <b>Submit</b> .	CalTOP displays the message, "File Number Add was Successful for File Number [file number]."

### *Modifying and Deleting File Number IDs*

After you submit a file number to the CalTOP system, you may change the status assigned to the number, but not the number itself.

#### Task 2: Modifying File Number ID Status

What to do	Results/Comments
1. On the CalTOP Navigation bar, click the <b>File Number</b> link.	The File Number List page is displayed.
2. In the <b>Client ID</b> field, type the client identification number of the client for whom you want to modify a file number status.	
– or –	
In the <b>File Number ID</b> field, type any previously established file number associated with the client.	
3. Click <b>Submit</b> .	The File Number List Detail page is displayed.

**File Number List Detail**

Client Name: AMANDA HATTON      CalTOP Client ID: 562

	File Number	Status	Date Created	Date Last Modified
	AH562	Default	09/14/2000	

Update   Delete

Add   File Number List

What to do	Results/Comments
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4. Select the radio button in the row which contains the desired file number.

5. Click **Update**.

The File Number Update page is displayed.

6. Modify the file number status by selecting a value from the **Status** list.

7. Click **Submit**.

CalTOP displays the message, “File Number Update was Successful for File Number [file number].”

### Task 3: Deleting File Number IDs

What to do	Results/Comments
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1. On the CalTOP Navigation bar, click the **File Number** link.

The File Number List page is displayed.

2. In the **Client ID** field, type the client identification number of the client for whom you want to delete a file number.

– or –

In the **File Number ID** field, type any previously established file number associated with the client.

3. Click **Submit**.

The File Number List Detail page is displayed.

## What to do

## Results/Comments

**File Number List Detail**

Client Name: AMANDA HATTON		CalTOP Client ID: 562		
	File Number	Status	Date Created	Date Last Modified
<input type="radio"/>	AH562	Default	09/14/2000	

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4. Select the radio button in the row which contains the file number you want to delete.

5. Click **Delete**.

The File Number Delete page is displayed.

**File Number Delete**

To delete a File Number for this CalTOP client, review the form and select **Delete**.

Client Name: AMANDA HATTON		CalTOP Client ID: 562	
File Number ID:	AH562		
Status:	Default		
Date Created:	09/14/2000		
Date Last Modified:			

6. Confirm that the information is correct, and click **Delete**.

CalTOP displays the message, "File Number Delete was Successful for File Number [file number]."

– or –

If you receive an error message, make sure that no transactions contain a reference to the file number, then follow steps 1 – 6 again. For more information about CalTOP error messages, see "Error Messages" on page 163.

## F. Lesson Review

The CalTOP system is a Web-based application that contains several forms and reports to help you organize and submit client information to ADP.

In this chapter, you learned how to:

- Log on to the CalTOP system
- Change your user password to access the CalTOP system
- Use the CalTOP Navigation Bar to access the various parts of the CalTOP system
- Select CalTOP forms for specific data entry purposes
- Navigate through and understand elements of CalTOP forms
- Enter client information in the *Client Information* and *Client Add* forms
- Use file numbers to select and identify certain transactions

### Quiz

Test your knowledge by answering the following questions:

1. You log out of the CalTOP database by clicking the **Log Off** link on the CalTOP Navigation Bar.

True                      False

2. Your CalTOP session has ended even if you leave an IE window open.

True                      False

3. You should use the Back/Forward buttons on your IE window to display CalTOP pages.

True                      False

4. You can move to fields in forms using your mouse or keyboard.

True                      False

